

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (☒) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0067699	10. Budget Program Number
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) Human Service Assistant	
3. Division East Region	12. Proposed Class Title	
4. Section Children and Family Services	13. Allocation	
5. Unit Facts Unit/Integrated Service Delivery	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City County	15. By Approved	
7. (Circle appropriate time) <u>Full Time X</u> <u>Perm X</u> Inter Part Time Temp %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 <u>AM</u> /PM To: 5:00 AM/ <u>PM</u>	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position serves as a member of a specialized FACTS team by maintaining and keeping an assigned case load in the East Region to ensure state and federal compliance for the regional Children and Family Services cases.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: **Rhonda Reid**

Title: **Program Consultant I**

Position Number: **K0162654**

Who evaluates the work of an incumbent in this position.

Name: **Same as Above**

Title:

Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Worker exercises a major amount of independent judgment on a daily basis including but not limited to providing critical information to agency and community partners that pertains to the safety and welfare of child placements. Work often involves a variety of technical processes that analytical thought is necessary for dealing with complex data and situations. Employees at this level usually receive a general outline of the work to be performed and are generally free to develop their own sequences and methods within the scope of established policies. Work assignments for an assigned case load may involve interpretation and implementation of specific manual instructions. Manuals for this position tend to be complicated or technical in nature and require careful interpretation.

d) Which statement best describes the result of error in action or decision of this employee.

- () Minimal property damage, minor injury, minor disruption of the work flow.
() Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
(☒) Major program failure, major property loss, or serious injury of incapacitation.
() Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E OR M

100% E

Professional Attitude

While performing your tasks (listed on item # 21 of this position description) as a representative of the Department for Children and Families you are expected to:

Demonstrate an attitude of respect (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls within a reasonable amount of time (as defined by your supervisor or program policy), process requests for service as quickly as possible, allow the client or consumer to direct his or her services, etc.

Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individuals and families seeking services from the agency, community partners, state and community leaders, and your fellow employees and volunteers within the agency.

Encourage individuals to identify and fulfill their own responsibilities.

Practice self discipline and maintain ethical and professional behavior in times of frustration with difficult customers.

Provide information and services to those seeking assistance from the agency. If you are unable to directly provide that service or information you should offer to connect them with someone who can assist or advise them. If the latter option is used, you will follow through with the referral.

Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee within ISD.

95% E

Family and Children Tracking System: (FACTS)

Maintains the FACTS system to ensure that information is documented in a timely and accurate manner. This task is extremely important in that data entered into the FACTS system demonstrates SE Regional state and federal compliance related to data entry of assigned case loads. The system meets agency and statutory requirements and is used in making statewide critical decisions that pertain to child safety and compliance standards that affect receipt of federal funding (Afcars/Ncands). This task is accomplished by daily work assignments including but not limited to:

- *Email Systems (SERFACTS) Computer/Outcomes/Collaboration*

This position requires staff to operate computer systems by utilizing group email system folders, and by following rules defined by the specialized unit or through monthly team support meetings to discuss operational needs and outcomes for Children and Family Services, Central Office, Protection Reporting Center, Performance Improvement Unit or providing necessary information by collaborating with contractor staff daily.

- *Systems Research*

Gathers information through receipt of data and prepares for entry into the FACTS system to include receiving and searching for complete or incomplete information; Interprets, recommends revisions to, and insures compliance with statutes, regulations, policies, and procedures; explores non-FACTS databases (KAECSES, KSCARES, Driver's License, KIPS, KIDS, and Shared Drives), contacts and effectively communicates when information is incomplete; reviews additional information with social worker, support staff, PPS supervisors, program staff or contractor staff to ensure accuracy. Works independently extracting identifying information and reviews records for completeness, admissibility or eligibility in accordance with quality assurance regulations.

- *Computer System Data Entry*

Activates and maintains electronic case files in the FACTS System as well as maintains a paper case file for assigned county case load (6 months for intake/investigation, 1 year for custody) by determining priorities and ensures the meeting of all deadlines for data entry from case activation until case closure. Involves identifying solutions and alternatives within established policies requiring analytical thought. Duties which require a high degree of concentration because of the many factors which must be considered and weighted before a decision can be reached.

5%	<div data-bbox="349 121 532 147" data-label="Section-Header"> <ul style="list-style-type: none"> • <i>Data Reporting</i> </div> <div data-bbox="300 149 1526 336" data-label="Text"> <p>Completes monthly report data required by Supervisor or Program Staff and accurately identifying information within the data reported to meet compliance for AFCARS 57. Accurately identifying quality data information needed for compliance related to AFCARS data (Referral Information/Same Day Entry). Responds to questions from other offices and the public; enters and manipulates data and information in word processing, spreadsheet, and data base applications. Position requires strong organizational skills to meet request by other divisions or support provided to other team members daily. Answers questions promptly regarding report data from Central Office related to AFCARS submission or review of data entry by Supervisor or Program Coordinator. Assigned case load data is reviewed and used for verification of PPS outcomes and other PPS accountability measures.</p> </div> <div data-bbox="349 338 610 363" data-label="Section-Header"> <ul style="list-style-type: none"> • <i>Team Support Coverage</i> </div> <div data-bbox="300 365 1526 472" data-label="Text"> <p>Provides team support coverage by reviewing SERFACTS mailbox and offering support to other team members as needed. Team support is a critical outcome to meet performance and data entry requirements. Due to team members being at different work sites communication, written emails, and phone contact are important to perform effectively as a team member. Active participation during monthly unit meetings.</p> </div> <div data-bbox="300 499 782 525" data-label="Section-Header"> <p><u>Other Duties as assigned by Supervisor/Coordinator</u></p> </div> <div data-bbox="349 527 1526 606" data-label="List-Group"> <ul style="list-style-type: none"> • This worker should attend related training, unit meetings, individual conferences, workgroups, and will need to complete any other duties assigned, in particular special projects. Provide support in absence of other team members, to include providing local office support. </div>
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* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to maintain the FACTS System will have an impact on receipt of federal funds, compliance with the American Civil Liberties Union settlement, compliance with the Adoption and Foster Care Analysis Reporting System (AFCARS), Kansas Legislative Post-Audit, and the National Child Abuse and Neglect Data Systems (NCANDS). Failure to provide accurate and timely case management, documentation, and/or administrative support services including but not limited to maintenance of a physical case file would result in the work of the team being impeded, would place the agency out of compliance with requirements of law and/or procedures, and will ultimately impact the receipt of federal funding. Errors may cause major program failure or a high degree of confusion, and costs due to errors may be substantial.

Injuries to others due to errors are serious as failure to accurately enter real time data could result in an inaccurate assessment of intakes thus placing the children and families safety at risk and could result in the agency failing to intervene.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 () Plans, staffs, evaluates, and directs work of employees of a work unit.
 () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact is made with PPS, EES, CSE, VR staff , Eligibility and Payment Unit, Child Welfare Community Based Contractors, and occasionally the judicial system to receive and/or inquire information from either the case file or FACTS system to ensure accurate FACTS entry for state and federal compliance. Will take direction, daily or more frequently as appropriate from the East Regional FACTS Coordinator and/or Supervisor to review performance and receive training.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This employee may be involved in stressful interactions and may experience stress resulting from meeting deadlines and use of office equipment on a repetitive basis. Long periods of time may be spent working on a computer. The normal risk of traveling on Kansas highways would occur on occasions where travel is required. The work environment involves normal everyday hazards or discomforts typical of offices, meetings and training rooms.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Agency computer will be used daily for specialized data entry requirements, word processing, documentation, and communication. Daily computer use could account for 95% of the workday. Copier, telephone, and fax will be used daily.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

High School Diploma/GED

28.

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

None

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

None

C. List preferred education or experience that may be used to screen applicants.

1. Two years of experience in general office, clerical and administrative support work. Education may be substituted for experience as determined relevant by the agency.
2. Ability to understand and follow verbal and written instructions; read and comprehend written materials, as well as communicate effectively both verbally and in writing.
3. Ability to establish and maintain effective working relationships.
4. Ability to record, file, and transmit information by establishing and maintaining a record, case file, and data system.
5. Ability to extract, analyze, and transmit complex technical information from a variety of sources.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

The work requires light physical exertion. The employee may be required to perform handling activities (stooping, bending, and lifting) with lightweight or easily moved items (e.g. books, file folders, boxes, office supplies, small machine parts, ect.); perform moving activities for brief periods; operate light equipment; perform daily repetitive motions. Daily use of the computer can create physical discomfort and eye strain. This position communicates verbally and in writing in order to work with internal and external partners, and uses a PC in order to gather and enters data; may be required to operate a motor vehicle to travel to/from for required meetings and training.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

All employees are instructed to use standard safety devices available for machinery and equipment. All employees are instructed to follow industrial, safety and health guidelines, e.g., using proper lifting techniques, using dollies and/or other devices to distribute equipment, computer breaks to rest eyes and stretch, wrist rests for keyboards, seatbelts for automobiles, etc., employees are instructed to maintain environmental awareness during field work to avoid or otherwise prevent or minimize unsafe situations and unsafe personal contact. Employees are cautioned to execute strict key/code control for agency facilities and lock all doors after normal duty hours. Employees are instructed to maintain confidentiality, environmental awareness during work to avoid or otherwise prevent unsafe situations and unsafe person contact. Strict adherence to confidentiality must be maintained.

PART IV - Signatures

Signature of Employee	Date
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Signature of Personnel Officer	Date
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Signature of Supervisor	Date
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Signature of Agency Head or Appointing Authority	Date
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